HOLDS
A student record hold is placed via a negative service indicator in CUNYfirst. This means that there is some type of issue with the record that requires the student action to make a correction.

The holds are displayed in the Student Self Service screen, in a section entitled Holds. In the screen below it is on the right-hand side. This is the default location.

In this case, the student will see the message of "Duplicate ID number." To view more details, the details link should be clicked.

The following screen will display. At times a student may have multiple holds. They would all be listed on this screen. In this case, the student has one hold. The hold title, under the Hold Item column heading below is an active hyperlink. It can be clicked to display more information.

The most detailed information is displayed below. In this case the student sees that the Admissions and Records department has an issue with their ID number.

At this point the student must contact the listed department to address the error.
New information about Holds for Fall 2012

Starting with the Fall 2012 enrollment, there is a new policy at Kingsborough Community College. **All assessment and orientation requirements will be enforced in your student self-service account via a hold code: AOH.** This means that you have Assessment Testing Requirements to satisfy before you can continue with enrollment. You will see this information upon the login to your CUNYfirst Student Self Service account in the Holds Section at the top right of the main screen. In the example below, the hold is displayed as: “Assessment & Orientation Hold” in the yellow.

Click on the details link to learn more.

The following screen will be displayed. Note that you may have multiple holds, so there will be a line for each issue. For example, you might have an Outstanding Balance and a Late Library Book. These are two separate issues. In this case, there is only the Assessment & Orientation Hold. Click on the hyperlink to learn how to resolve the hold.

The following screen will be displayed. Follow the instructions as listed at the bottom.
Your Holds

Hold Item

Jane Doe

Assessment & Orientation Hold

Reason and Contact

Description: Long Beach City College
Start Term
Start Date: 10/05/2011
Reason: Assessment & Orientation Hold
Department: Admissions and Records
Contact: 

Instructions

You cannot ENROLL if you did NOT completed both (Assessment & Orientation). Call Assessment Dept if you have any questions regarding your HOLD. LAC 562-938-4049.

Add Classes

3. View results

View the following status report for enrollment confirmations and errors:

2012 Spring | Undergraduate | Long Beach City College

<table>
<thead>
<tr>
<th>Class</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>ART</td>
<td>Error: You have a hold on your record. The hold on your record must be removed before this transaction can be processed.</td>
</tr>
</tbody>
</table>

Status

MAKE A PAYMENT   MY CLASS SCHEDULE   ADD ANOTHER CLASS